

Trustwide

Your hospital discharge: going home



Information for patients, relatives and carers

Introduction

We are pleased that you are now well enough to leave hospital and return home

This leaflet explains why you are being discharged from hospital and what you might expect after your discharge.

Why am I being discharged from hospital?

You are being discharged because your care team have agreed that you are now able to continue your recovery at home.

Why can't I stay in hospital?

It is important that our hospitals are able to look after people that need hospital care. When your care team think you are medically fit and safe, you will be discharged to the best possible place to support your recovery and on-going care needs. We will not be able to keep you in hospital if you choose not to accept the care that is offered to you.

What can I expect?

Your care team will discuss discharge and transport arrangements with you (and your nominated family member, friend or carer). We will arrange care and support for you when you get home if you need it.

If you need more care now than when you came into hospital, we will provide additional care for up to six weeks to support your recovery. After this time, you may need to contribute towards the cost of your care.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

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